# Role profileSenior Governance & Scrutiny Officer

* **Grade:** Grade 8
* **Business area:** Governance & Scrutiny
* **Job title**: Senior Governance & Scrutiny Officer
* **Reporting line:** Governance & Scrutiny Manager
* **Team:** Governance & Scrutiny

## Job Purpose

The postholder will support the GMCA governance process to ensure the provision of a high-quality governance & scrutiny function, including:

* Providing advice and pro-active support to all Elected Members and Chief Officers
* Maintaining high standards of governance in line with regulatory requirements & best practice
* Promote the role & importance of the governance structure throughout the organisation and encourage appropriate engagement at all levels.

## Key working relationships

* Liaising with internal and external customer groups and strategic partners, including:
* Senior Managers and staff within GMCA
* Senior Members & Officers from across the GM Local Authorities and other regional and national Local Authorities
* Public Sector Organisations
* Government Departments
* Universities and Higher Education Facilities
* Private sector representatives & Managing Directors from across GM’s private sector and stakeholders/partners.

## Key Responsibilities

1. Contribute to the services of the GMCA and its associated boards, panels, committee, strategic officer support groups and partnerships.
2. Operate effectively within the democratic decision making processes, and demonstrate political acumen and skills to develop productive working relationships with Elected members that commands respect, trust and confidence.
3. Co-ordinate and facilitate the work of the service by the provision of a range of services, including research and data gathering, implementation and co-ordination of actions and monitoring and reporting on the progress of reviews.
4. Conduct research using a variety of techniques, in order to gather evidence and evaluate intelligence, recording information in compliance with documented standards and legislation.
5. Provide accurate and procedural advice at meetings on a wide range of issues.
6. Ensure that action required to be taken as a result of decisions made at meeting is satisfactorily executed.
7. Deal efficiently and courteously, with tact and diplomacy, to all queries and correspondence, both written and verbal from a wide range of internal and external customers.
8. Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate to managers within agreed timescales and procedure.
9. Update and extract information from management information systems accurately and competently as required including the retrieval and collation of reports to agreed procedure.

## General

1. Arrange statutory and non statutory meetings with Councillors, internal officers and partners.
2. Complete all documentation and correspondence accurately and to a high standard in line with procedures and within agreed timescales.
3. Provide support to senior officers as required, including attendance at meetings, taking of notes/minutes of meetings as required.
4. Work collaboratively with colleagues and stakeholders to enhance the role of governance & scrutiny support throughout the GMCA.
5. Deal with enquiries from members of the GMCA and other elected members, key GM stakeholders, partners, government officials and residents.
6. To hold yourself and others to a high standard of professionalism at all times, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do.
7. Working with other teams internally and externally collaboration is maximised and supporting on activity where appropriate.
8. Ensure the services delivered internally and externally are inclusive and accessible, integrated with the service.
9. To align work area to the Sustainability Strategy and ensure work practices are inclusive of this values & strategic intent.
10. To undertake any other duties commensurate with the grade and level of the post.
11. Personal commitment to continuous self-development and service improvement.

**NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.**

## Knowledge, Skills, and Experience

### **Knowledge & Experience**

* Track record of working within a governance and scrutiny environment
* Ability to develop and maintain significant knowledge of relevant GM priorities and ways of working including Local Government legislation, regulatory frameworks and guidance.
* Experience of working with senior Elected Members, senior offices and wider partners and a proven track record of developing constructive and effective working relationships
* Experience of dealing with a range of office systems and undertaking desktop research to support service delivery
* Working to tight deadlines and competing priorities

### **Skills, Values & Behaviours**

### Essential:

* **Communication Skills** – writes convincingly and clearly, succinctly and correctly, avoids unnecessary use of jargon or complicated language, writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.
* **Interpersonal Skills**  - demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and listens attentively to views and issues of others.
* **Analytical -** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
* **Planning and Organising**  - Excellent prioritization skills, evidenced by target setting for self and others to meet demanding timescales and demonstrate excellent judgement skills under competing priorities and pressures.
* **Problem Solving and Decision Making -** Ability to interpret rules and guidelines and continually performs at a high level of achievement, demonstrating tenacity, energy and commitment to achieve desired results.
* **Creative Skills** – ability to find creative solutions where there are no existing parameters or procedural framework.
* **ICT Skills -** Ability to use multiple applications, systems and associated software packages and devise and implement document retrieval systems.
* **Literacy and Numeracy -** Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.
* **Administrative -** Ability to use and accurately maintain effective administration systems in a rapidly changing environment.
* **Commitment to Equality -** Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.
* knowledge of working in a public sector organization
* knowledge of the role of the GM Mayor and GM Combined Authority
* knowledge of Greater Manchester social and economic issues and politics

Personal style:

* Self-starter
* Friendly, positive and professional manner
* Resilient, able to work to competing deadlines within a busy environment
* Flexibility
* Appreciation of team work
* Customer focused

## Corporate Duties

*Do not behave in way which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.*

*Safeguard at all times confidentiality of information relating to staff and pensioners. Refrain from smoking in any areas of Service premises.*

*Behave in a manner that ensures the security of property and resources. Abide by all relevant Service Policies and Procedures.*

***Records Management / Data Protection*** *- As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.*

***Confidentiality and Information Security*** *- As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.*

***Data Quality*** *- All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols. To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.*

***Health and Safety*** *- All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.*

***Service Policies*** *- All GMCA employees must observe and adhere to the provisions outlined in these policies.*

***Equal Opportunities*** *- GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.*